



Residents Opportunities and Priorities Assessments

AHC Inc. completes a Resident Opportunities and Needs Assessments (ROPA) within six months after opening a new property and every three years thereafter.

Included in the assessment are the following components:

1. Resident Demographic review
2. Surveys
3. Focus groups feedback
4. Direct Feedback from Resident Services Team
5. Interview with Property Management
6. Summary of key opportunities and needs identified

1) Resident Demographic Review

Demographic Review of <u>(Property)</u> Residents <u>(Date)</u> 88 Units in Property		
Age (N= 189) Average age 31	Number of Residents	Percentage of Residents
Children (0-17)		
Adults (18-65)		
Seniors (65+)		
Gender (N=)	Number of Head of Household	Percentage of Residents
Male		
Female		
Resident Race (N= 189)	Number of Residents	Percentage of Residents
Asian		
Black/African American		
Native American/ American Indian		
Native Hawaiian/Pacific Islander		
White/Caucasian		
Other		
Declined to Report		
Resident Ethnicity (N=)		
Hispanic/Latino		
Non-Hispanic/Latino		
Resident Income	Average Income	Percentage of Residents



		N/A
Resident Average Stay	Average Days	Approximate years

Please tell us how much you agree or disagree with the statements below about <u>(Property)</u>					
	Strongly Disagree Strongly Agree				
	1	2	3	4	5
The overall condition of the interior of my home is satisfactory.					
The electrical service in my home works well.					
The stove, refrigerator and other major appliances in my home work well.					
The faucets, drains and other plumbing in my home work well.					
The floors/carpet in my home are in acceptable condition.					
The ceiling and wall surfaces in my home are in good condition with no large cracks or peeling paint.					
The heating system in my home works well.					
The cooling system in my home works well.					
The exterior (yard or common area) around my home is maintained well.					
My windows are in good condition and working properly.					
My inside and outside doors are in good condition.					



The locks on my doors work properly.					
Community and play space in my building or complex is available.					
There is an effective pest control system; my home and property are free of rodents, insects and other pests.					
The air quality in my home is good.					
My home is free of any mold/mildew.					
My requests for routine maintenance are handled promptly and thoroughly.					
Property management staff responds to emergencies promptly.					
I can reach and talk with property management staff if I have questions or concerns about my living unit or the property.					
The office and maintenance staff treat me with dignity and respect.					
I feel connected to my neighbors and this community.					
This property is a good place to raise a family.					
Neighbors here share information about community problems or other issues.					



Please list any specific things that you think should be done to improve the quality of your home or complex.

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Please list any specific things that should be done to improve the responsiveness of property management.

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Please provide any comments on what can be done to improve the sense of community.

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Workforce Development Survey

Q1 Are you currently employed? (You can select more than one option.)

Q2 How old are you?

Q3 What is the highest level of education you have completed?

Q4&5



	Education	Healthcare	Construction/ Maintenance	Office	Auto Maintenance	Technologies	Public Safety	Other
In what field(s) have you previously worked or currently work?								
In what field do you want to work?								

Q6 What classes are you interested in taking?

- Interview Skills
- Resume Writing
- Personal finance and budgeting
- Job Fairs
- Job Resources-where to look for jobs
- Training in specific fields
- Other (please specify)

Q7 Are you able to take virtual classes?

- Yes, I have a computer, good internet access and a quiet location.
- Yes, but I don't have an ideal set up.
- No

2) Focus Group Feedback

Three focus groups are conducted to better understand the lived experiences of target populations living in the community: families with children 17 years of age or younger, adults aged 65+, and teens ages 13-19 years old. In-person and/or virtual formats.

Family Focus Group –

Invited families with children 17 years old and younger



Question	Feedback
What do you see as the greatest challenge facing this community?	
What programs or services do you think are needed for Adults and Families?	
What programs or services do you think are needed for Children?	
What would need to happen for you or members of your household to participate in programs?	
What suggestions do you have for the Shelton property?	
Would you be willing to pay a reasonable fee for these services?	
What would need to happen for you or members of your household to participate?	

Senior Focus Group (Residents 60 and older) -

Question	Feedback
What do you see as the greatest challenge facing this community?	
What programs or services do you think are needed?	
What would need to happen for you or members of your household to participate in programs?	
What suggestions do you have for the Shelton property?	
Would you be willing to pay a reasonable fee for these services?	
What would need to happen for you or members of your household to participate?	



Have you or any in your household participated in programming offered at AHC? What worked? What didn't?	
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4) Direct Feedback from Resident Services Team

1. Over the last six-month period, what trends have you noticed in residents' needs?
2. What trends in community needs have you noticed in the past six months?
3. What is going well with the support you receive? Where do you see gaps in the support you need to effectively work in your role? You can think about support from Resident Services leadership, RS colleagues, Property Management, the residents themselves, partners, etc.
4. What are the assets at (Property)? Where do you see room for improvement or development?
5. What are the assets and room for growth in the larger community/neighborhood? Where do you see room for improvement of development?

5) Interview with Property Management

1. Over the last six-month period, what trends have you noticed in residents' needs?
2. What is going well with the support you receive? Where do you see gaps in the support you need to effectively work in your role?
3. What are the assets at (Property)? Where do you see room for improvement or development?

6) Summary of key opportunities and needs identified